

## About Us and Working Together

Congratulations, you've made the bold step to begin counselling. Thank you for choosing **Springboard** to help you along your healing journey. The process of therapy or counselling as it is often commonly referred to is one that will include some highs and some lows, as we work together to explore and address the issues that you have identified. However, we will be with you every step of the way.

### About Us

**Springboard Consulting** is a company which provides a range of services including training and counselling services. Our counselling services are offered specifically to youth and young adults who may be experiencing challenges navigating the many transitions and experiences of life by using a "how to approach" e.g., how to love oneself, how to communicate effectively, how to develop and maintain healthy relationships, how to manage emotions and/or conflict. **Springboard** also provides skills in managing situations such as stress, grief and loss and addictions. We utilize a solution focused approach which focuses on "what's working vs what's wrong" and concentrates on your strengths rather than your weaknesses.

**Springboard** is managed by founder and principal consultant Laurel Springer M.S.W. Laurel is a trained social worker with over 10 years' experience working specifically with youth and their families, as well as adults who engage or have engaged in at risk or high-risk behaviors which have resulted in them requiring specialized interventions.

### The Process

Before we begin our journey together, here are few things to note.

**The counselling process:** Counselling is a partnership between the client and the counsellor. It is a professional relationship characterised by hope and trust. It requires your active involvement. Together, we will work to create the positive changes you desire. However, there are no guarantees about the results of counselling.

**Method of Counselling:** At this time, all of our sessions will be done online. Once a time for our session has been confirmed, a link will be provided prior to the session for you to join. This link is not to be shared with others. Additionally, please ensure that you have a working computer and internet connection. As much as possible and to ensure your privacy, please ensure that you are in a private space with minimal distractions. Your camera will be expected to be on for the duration of the session.

**Confidentiality:** Because of how important confidentiality is to us working together, we have outlined the parameters of confidentiality in a separate document. Please refer to the **Confidentiality Agreement** which has been provided.

**Risks:** As a result of our work together, your emotional symptoms may intensify. You may examine your behaviours, beliefs and values, and may make decisions that affect your relationships and your work. In our sessions, we can discuss any possible negative side effects.

**Time parameters:** Each session lasts 50 minutes. If you are late, your session will not be extended; it will end as scheduled. If I am late, I will extend the session. If it is not possible in the current session, I will make up the time in the following session.

**Payment & Cancellation:** Cost per session is **\$120 for adults** and **\$100 for children under 18** unless specifically discussed with your counsellor. Full payment of fees is expected before each session. Since the scheduling of an appointment involves the reservation of time specifically for you, ***a minimum of 48 hours (2 days) notice*** is required when rescheduling or cancelling an appointment. The full fee will be charged for sessions missed without such notification.

#### **PAYMENT OPTIONS:**

##### **If residing in Barbados**

Payment may be made online via the following options.

1. If you are a CIBC/First Caribbean customer, you may pay via 1stPay (using email address or mobile number) please see the following details

**Mobile:** 2462425960

**Email:** laurelspringer@gmail.com

2. If paying "To other CIBC First Caribbean customer" or you are from another financial institution, please see the following details

**Bank Name and Branch:** CIBC First Caribbean International Bank, Broad Street, Bridgetown, St Michael.

**Account Name:** Laurel Springer

**Account Number:** 1000260058

**Account Type:** Savings

##### **If residing in Ontario, Canada**

Payment can be made via my Canadian bank account (Simplii Financial) via e-transfer using my email address [laurelspringer@gmail.com](mailto:laurelspringer@gmail.com).

**EMERGENCIES:** If you are experiencing an emotional or behavioural crisis for which you feel immediate attention is necessary, please note the following.

**If residing in Barbados**

Please contact The Assessment Unit at the Psychiatric Hospital at 246-536-3091 or go to your nearest emergency medical centre (Queen Elizabeth Hospital; FMH; Sandy Crest). You may also use these emergency resources after hours, on weekends, or if you are unable to reach me

**If residing in Ontario, Canada**

- Contact your doctor
- Go to the nearest **hospital**
- Find resources at [ConnexOntario](#)
- Call 911 or Telehealth Ontario at 1-866-797-0000

I have read, understood and agree to abide by the conditions of service stated above. By signing below, I voluntarily agree to proceed with counselling services being offered by **Springboard**.

**Signature of Client:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature of Counsellor:** \_\_\_\_\_

**Date:** \_\_\_\_\_